

Riverside County Customer Call Center (CCC)

Established in October 2010

CCC Structure

▶ Lupe Flores – Regional Manager

◦ CalFresh (CF) Continuing Workload

- 3 units – 3 Eligibility Supervisors + 3 Assistant Supervisors
 - 15 Telephone Agents – Eligibility Workers
 - 5 Telephone Agents – Eligibility Clerks (in training for multi-tier enhancement)

◦ Workforce Management (WFM)

- 1 unit – 1 Admin Services Supervisor
 - 5 Admin Services Analyst + 1 Program Specialist

▶ Keith Bohannon – Regional Manager

◦ Medi-Cal (MC) Continuing Workload

- 5 units – 5 Eligibility Supervisors + 5 Assistant Supervisors
 - 29 Telephone Agents – Eligibility Workers
 - 8 Telephone Agents – Eligibility Clerks (in training for multi-tier enhancement)

◦ Riverside Regional Call Center (RRCC)

- 4–5 MC Agents Rotated Daily

About Riverside County CCC

- ▶ Single Program Workers
- ▶ One and Done philosophy
 - Case actions and eligibility determinations are taken to the furthest extent possible
- ▶ The CCC supports– 30% of the CF and MC cases in the Metro Riverside County Area
 - 31,000 out of 107,000 CF Cases
 - 109,000 out of 346,000 MC Cases
- ▶ Call Volume – Monthly Average
 - 12,500 Offered and 8,800 Handled (30%)

CCC Service Standards

- ▶ 70% of calls will be answered within 120 seconds 70/120
- ▶ Call abandonment rate is not to exceed 20%
- ▶ 100% of calls will be documented using the C-IV Call Log
- ▶ Average Handle Time (AHT) is currently suspended
- ▶ Refer to Dashboard handout and Monthly Trend Report on Website for additional Call Center data

Who Gets the Reports & How is the Data Used/Shared?

- ▶ Reports are used to measure call center performance
- ▶ The WFM team extracts data on a daily, weekly and monthly basis to create various reports
- ▶ The Dashboard and Trend are distributed at all levels
- ▶ Data analysis has assisted in decision making:
 - Ratio of CF to MC agents 35% – 65%
 - Type of Questions – used to propose multi-tiers to be handled by eligibility vs non-eligibility telephone agents
 - Frequently asked questions – used to recommend an IVR redesign to enhance the self-serve options offered to customers

IVR Enhancement

- ▶ Expand the pool of Agents to include Eligibility Service Clerks
- ▶ Use the IVR reason for call options to route calls to the appropriate skill level



Riverside County Post Call Survey

- ▶ Implemented in June of 2014
- ▶ The caller stays on the line after the Agent hangs up, to complete the survey
- ▶ The survey is five questions long
- ▶ Results are received daily from C-IV

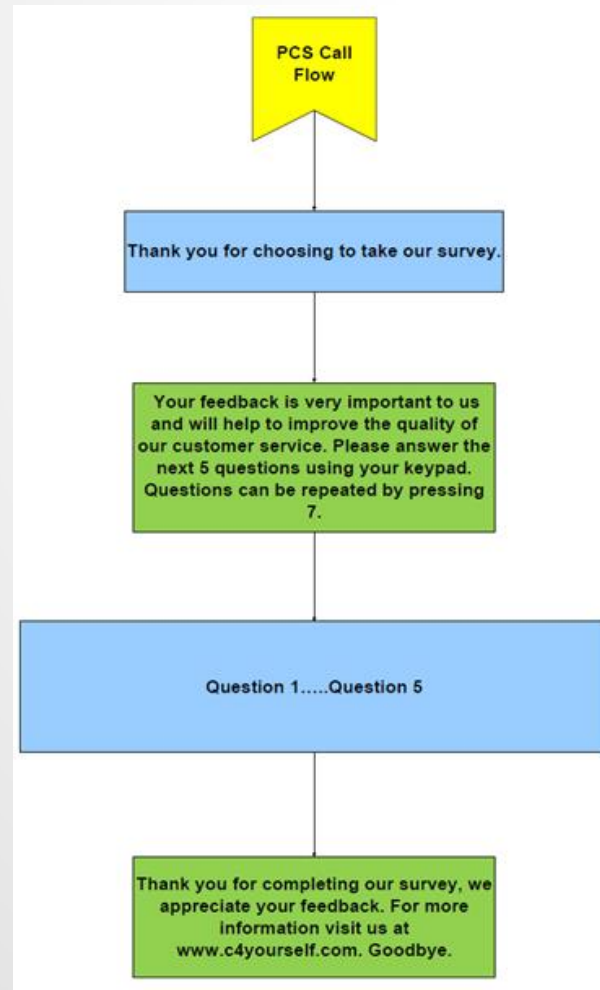
Post Call Survey – Questions

- ▶ Survey questions were determined through a collaborative effort by
 - Riverside County Assurance Review Staff
 - Riverside County DPSS Policy Staff
 - Call Center Leadership Staff
 - DPSS Executive Staff

Post Call Survey Questions

Question to Ask	Customer Service Component	Answer
Were we able to resolve your issue or question today?	Issue Resolution	Yes/No
Please rate your satisfaction with the agent's professionalism.	Agent Professionalism	Scale 1= Very Satisfied, 2 = Satisfied, 3 = Neither Satisfied or Dissatisfied, 4 = Dissatisfied, 5 = Very Dissatisfied
Please rate your satisfaction with the agent's ability to understand the reason for your call today.	Ability to Understand the Customer's Needs	Scale 1= Very Satisfied, 2 = Satisfied, 3 = Neither Satisfied or Dissatisfied, 4 = Dissatisfied, 5 = Very Dissatisfied
Please rate your satisfaction with the agent's ability to speak clearly and in terms that you understand.	Communication	Scale 1= Very Satisfied, 2 = Satisfied, 3 = Neither Satisfied or Dissatisfied, 4 = Dissatisfied, 5 = Very Dissatisfied
Have you called us recently about this same question or issue?	First Call Resolution	Yes/No

Post Call Survey – Call Flow



Post Call Survey – Reports

- ▶ Results are summarized in Pivot Tables
 - Results by question
 - Dissatisfied callers
 - Percentage of calls handled where survey was completed

Post Call Survey – Reports

► Results by Question

Answers Totals By Unit By Agents

Questions

Q #1 Were we able to resolve your issue or question today?

Q #2 Please rate your satisfaction with the agent's professionalism.

Q #3 Please rate your satisfaction with the agent's ability to understand the reason for your call today.

Q #4 Please rate your satisfaction with the agent's ability to speak clearly and in terms that you understand.

Q #5 Have you called us recently about this same question or issue?

Drill down to Agent results

Telephone Unit:

	No Response	Very Satisfied (Yes Q1 & Q5)	Satisfied (No Q1 & Q5)	Question Totals	No Response	Very Satisfied (Yes Q1 & Q5)	Satisfied (No Q1 & Q5)	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Question Totals	No Response	Very Satisfied (Yes Q1 & Q5)	Satisfied (No Q1 & Q5)	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Question Totals	No Response	Very Satisfied (Yes Q1 & Q5)	Satisfied (No Q1 & Q5)	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Question Totals	No Response	Very Satisfied (Yes Q1 & Q5)	Satisfied (No Q1 & Q5)	Question Totals
TG	49	303	14	366	29	274	31	6	2	6	348	28	275	29	8	1	5	346	27	279	28	3	1	3	341	25	118	191	334
TH	34	315	27	376	25	291	28	6	2	8	360	19	298	19	4	0	9	349	17	291	25	4	1	8	346	17	142	182	341
TI	40	388	23	451	23	363	34	9	1	4	434	20	367	29	7	1	1	425	19	367	25	6	1	2	420	17	167	233	417
TJ	26	279	26	331	18	261	18	9	2	7	315	15	257	17	11	1	6	307	11	262	20	6	1	3	303	13	85	205	303
TK	52	424	41	517	32	376	52	17	5	7	489	26	382	50	9	4	5	476	21	385	44	10	2	5	467	18	162	280	460
TL	28	402	21	451	14	365	46	5	3	3	436	7	378	28	7	2	3	425	6	369	37	3	5	1	421	11	131	273	415
TE	30	264	20	314	18	223	47	9	0	4	301	14	229	41	9	0	3	296	10	240	34	3	0	3	290	12	117	155	284
TD	42	236	18	296	17	228	22	4	2	5	278	14	222	24	5	1	6	272	12	225	27	1	1	3	269	13	104	141	258
TB	30	263	14	307	17	217	46	3	3	7	293	13	226	35	5	3	4	286	8	234	25	6	3	4	280	10	101	166	277
Answer Totals	331	2874	204	3409	193	2598	324	68	20	51	3254	156	2634	272	65	13	42	3182	131	2652	265	42	15	32	3137	136	1127	1826	3089

Post Call Survey – Reports

► Dissatisfied Caller

Drill down to Agent and call details

Dissatisfied Callers using Post Call Survey Data and date range -			
Beginning Monday ~ May 01, 2017 - Ending Wednesday ~ May 31, 2017			
Q-Number	(Multiple Items)		
Phone Number	Answer Filter		
Customer Phone Number		Number of Questions, RESPONSE: Dissatisfied	Number of Questions, RESPONSE: Very Dissatisfied
[-] TG		4	14
[-] 9512		3	6
[-] MC		3	
[-] 8000000000			
[-] 5/11/2017		3	
[-] 10:48:17 AM		3	
[-] Medi-Cal Emp,Income,Property		3	
[+] 951			3
[+] 951			3
[+]			3
[+]			2
[+]		1	
[+]			2
[+]			1
[+] TH		3	25
[+] TI		3	8
[+] TJ		4	16
[+] TK		12	17
[+] TL		13	7
[+] TE			10
[+] TD		4	14
[+] TB		9	15
Dissatisfied Callers 48		52	126

Post Call Survey – Reports

- Percentage of calls handled where survey was completed, percentage of satisfied surveys and percentage of dissatisfied surveys

Drill down to Agent and Date

Call Data May 1, 2017 to May 31, 2017	Calls Handled By Agent	Surveys Taken	Surveys As % Of Calls Handled	# of Satisfied Surveys	Satisfied Surveys as % of Surveys Taken	# of Dissatisfied Surveys	Dissatisfied Surveys as % of Surveys Taken
TG	1343	316	23.5%	308	97.5%	8	2.5%
	275	40	14.5%	39	97.5%	1	2.5%
	271	27	10.0%	26	96.3%	1	3.7%
	234	55	23.5%	54	98.2%	1	1.8%
	196	68	34.7%	65	95.6%	3	4.4%
	185	63	34.1%	62	98.4%	1	1.6%
	153	50	32.7%	49	98.0%	1	2.0%
	17	8	47.1%	8	100.0%		0.0%
	7	4	57.1%	4	100.0%		0.0%
	5	1	20.0%	1	100.0%		0.0%
TH	1155	335	29.0%	323	96.4%	12	3.6%
TI	1253	409	32.6%	400	97.8%	9	2.2%
TJ	1009	286	28.3%	274	95.8%	12	4.2%
TK	1551	455	29.3%	439	96.5%	16	3.5%
TL	1137	418	36.8%	407	97.4%	11	2.6%
FM	5	0	0.0%		0.0%		0.0%
TB	806	280	34.7%	268	95.7%	12	4.3%
TD	740	263	35.5%	253	96.2%	10	3.8%
TE	712	271	38.1%	267	98.5%	4	1.5%
Grand Total	9711	3033	31.2%	2939	96.9%	94	3.1%

Post Call Survey Results

Agents with the highest ratio of surveys taken per calls handled are recognized

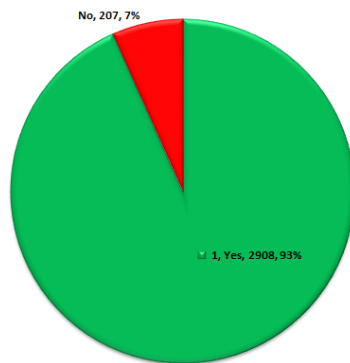


Post Call Survey – Reports

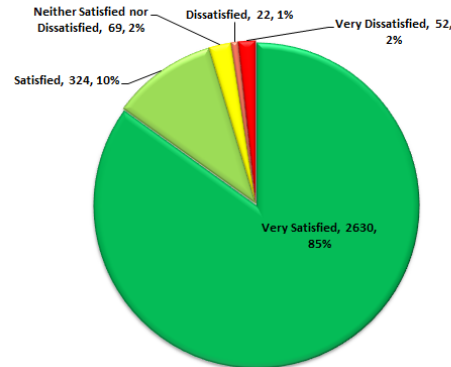
Results displayed in pivot charts

Results can be filtered by language, date, program, Unit and Worker

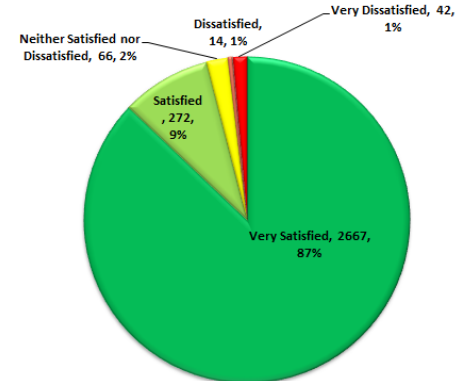
Q #1 - Were we able to resolve your issue or question today?



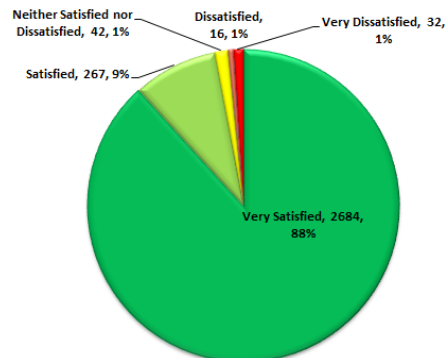
Q #2 - Please rate your satisfaction with the agent's professionalism.



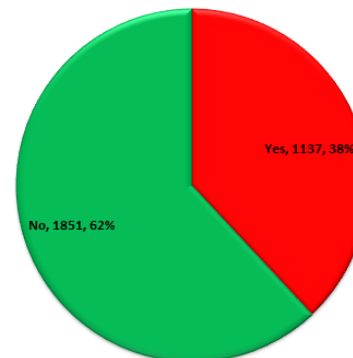
Q #3 - Please rate your satisfaction with the agent's ability to understand the reason for your call today



Q #4 - Please rate your satisfaction with the agent's ability to speak clearly and in terms that you understand.



Q #5 - Have you called us recently about this same question or issue?



Post Call Survey – Reports

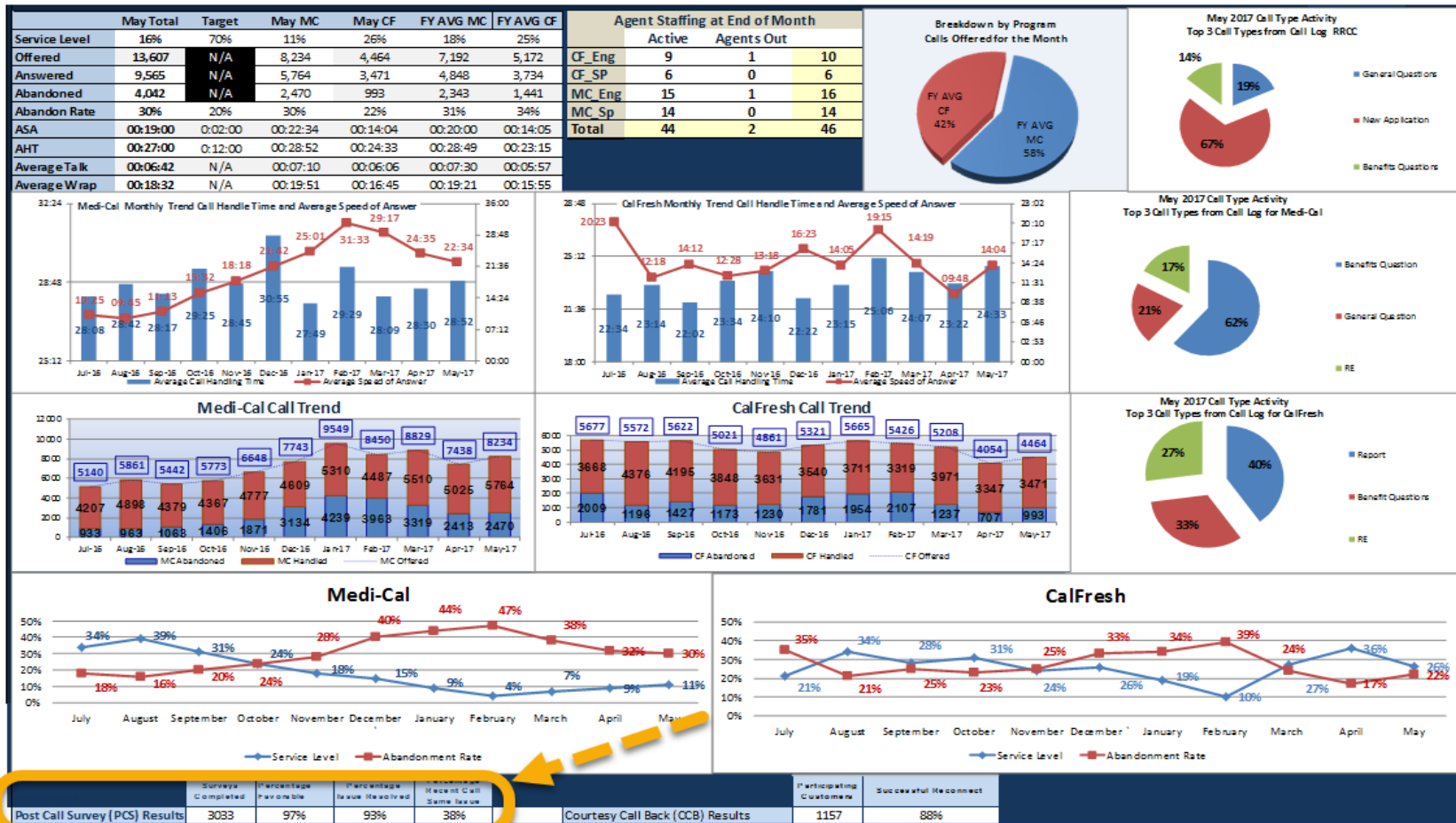
- ▶ Post Call Survey results are included in our Monthly Trend Report

Monthly Trend Report															YTD Average
Customer Call Center (MediCal & CalFresh Continuing) At A Glance															
Program	Category	Sub-Category	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	
Medical / CalFresh	Post Call Survey Results (PCS)	Surveys Completed (Number of Surveys completed for the reporting month)	3,169	3,413	2,897	3,861	3,128	3,275	2,756	2,986	2,570	2,782	3,374	3,090	3,108
Medical / CalFresh		% of Favorable Surveys	96%	97%	97%	97%	96%	97%	97%	96%	96%	95%	96%	97%	96%
Medical / CalFresh		% Issue Resolved	94%	94%	93%	93%	93%	92%	93%	92%	92%	91%	93%	93%	93%
Medical / CalFresh		% Recent Call Same Issue	39%	38%	39%	37%	38%	37%	37%	38%	37%	38%	38%	38%	38%

Post Call Survey – Reports

And in the Customer Call Center Monthly Dashboard

Fiscal Year 2016/2017 Customer Call Center Averages as of May 2017



Contact Information

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